



United We Ride: Progress & New Directions

**2010 Community Transportation Summit
November 18, 2010**

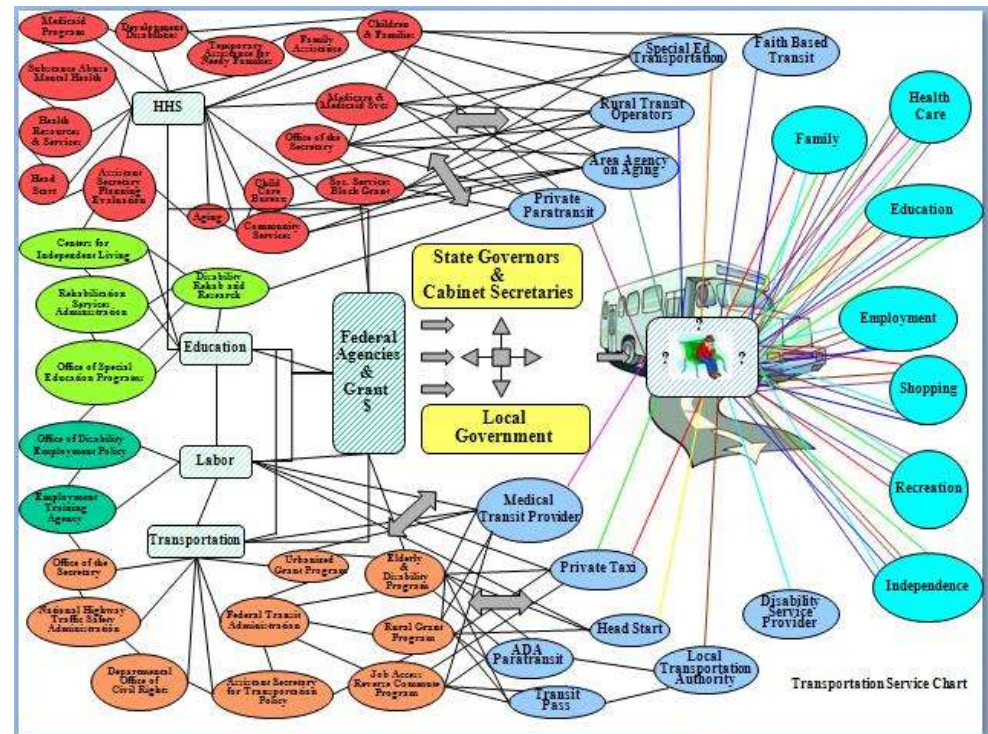
Doug Birnie, United We Ride Team Leader,
Federal Transit Administration

Presentation Topics

- ▶ UWR—Where We Have Been And What Has Been Accomplished?
- ▶ UWR – Where We Are Going?
- ▶ Medicaid - Progress in Non Emergency Medical Transportation Service Delivery
- ▶ Technical Assistance Resources

The Problem

- ▶ More than 60 Federal programs funding transportation
- ▶ Different eligibility, different requirements
- ▶ Service duplication
- ▶ Service Gaps
- ▶ Excess capacity
- ▶ Customer service nightmare



The History

- ▶ Mid-1980s some problems identified
- ▶ Coordinating Council on Access & Mobility (CCAM)
 - DOT & HHS cooperation
- ▶ GAO Report in 2003
 - “Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist”
- ▶ EO 13330 – Human Service Transportation Coordination
 - Legally established CCAM and broadened representation

UWR Objectives & Strategies

- ❑ Coordinated Planning
- ❑ Mobility Management
- ❑ One Call Centers
- ❑ State Leadership



Coordinated Planning

- ▶ CCAM Coordinated Planning Policy
- ▶ SAFETEA-LU Requirements
- ▶ Over 500 Transportation Coordination Plans Established

Coordinated Planning

- ▶ SAFETEA-LU established requirements
 - 5310 (Elderly & Disabled), 5316 (Job Access/Reverse Commute), 5317 (New Freedom)
 - “(i) the projects selected were derived from a locally developed, coordinated public transit-human services transportation plan”
 - “(ii) the plan was developed through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”
 - Should be updated every 4 years with the TIP/STIP



Mobility Management

- ▶ Understanding family of transportation services available
- ▶ “Mobility Managers” – many definitions
 - Housed in different networks
 - Different level of interactions
 - Community -Coordinated Planning & Institutional Issues
 - Operations -Brokerage
 - Customer-One Call & Agency Travel Coordinators
- ▶ 500 Mobility Managers identified

Support Mobility Management

- ▶ Eligible capital expense
- ▶ Increased FTA spending
- ▶ TA Centers developing training resources
- ▶ NRC's **Partnership for Mobility Management**
 - AASHTO, ABA, ACT, APTA, CTAA, Easter Seals, TLPA

Program	FY06	FY07	FY08	FY09	FY10
5310 Eld w Disab		329,035	1,790,394	3,932,458	2,845,072
5316 JARC	130,000		11,875,576	13,386,730	7,985,714
5317 NF	195,000	920,798	11,061,590	16,418,843	19,021,749
5307 Urban Area Non-ARRA		1,122,000	1,718,910	1,962,666	2,343,035
ARRA				1,087,662	216,000
5307 Urban Area		1,122,000	1,718,910	3,050,328	2,559,035
5311 Non-Urban Non-ARRA		29,624	1,795		227,589
ARRA				6,671,360	
5311 Non-Urban		29,624	1,795	6,671,360	227,589
Grand Total	\$325,000	\$2,401,457	\$26,448,265	\$43,574,187	\$32,639,159

One-Call Centers

- ▶ One Call Centers –Simplified Access for Customers
 - I & R Systems
 - Trip Booking - Brokerage Systems
 - Screening & Eligibility Systems
 - Customer Feedback & Service Needs Systems
- ▶ UWR/MSAA National Demonstration Using ITS Technologies
- ▶ Survey showed over 60% of states are planning or implementing One Call Centers



State Leadership

- ▶ States with Coordination Councils -- 26
- ▶ States with Legislation -- 28
- ▶ States with E.O. -- 14



Where are we going?

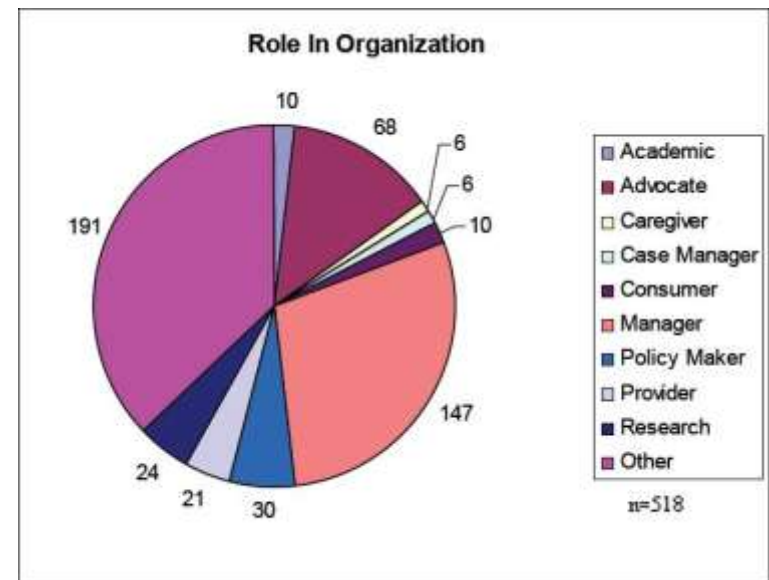
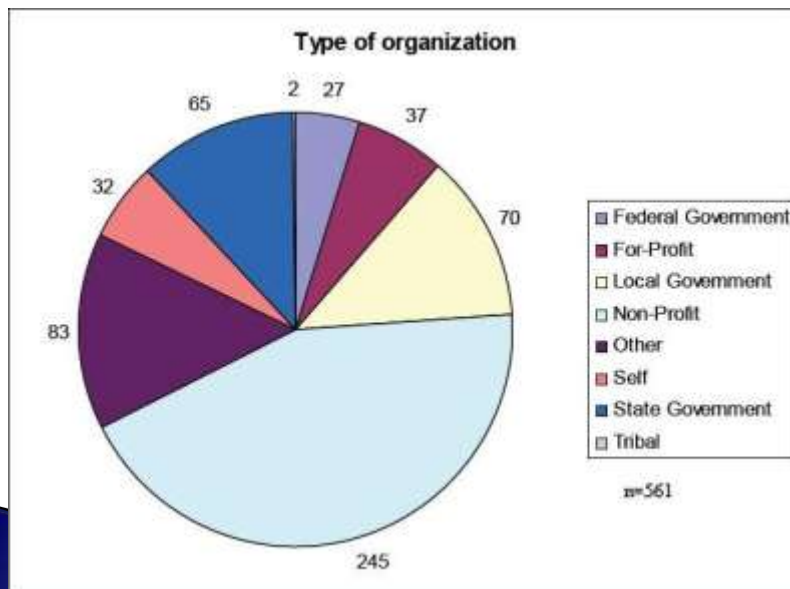
- ▶ Support Obama Administration goals
 - Health & Wellness
 - Access to Jobs & Employment resources
 - Needs of Veterans
 - Open Government
- ▶ Link with other interagency initiatives
 - Livability
 - Emergency Preparedness
 - Community Living Initiative

New Administration-Updated Priorities

- ▶ National Dialogue –
 - 2 Week Electronic Town Hall Meeting
 - 6,800 visits from nearly 4,000 unique visitors
 - Participants from over 1,200 cities and every state
 - Almost 800 active participants (20%)
 - 280 unique ideas with over 1000 comments
- ▶ Issues Identified
 - Strengthen coordinated planning process
 - Federal barriers to coordination persist
 - More opportunities for mobility management
 - Improve linkages to other governmental initiatives

UWR National Dialogue

“What ideas and actions can increase access to affordable and reliable transportation services for people with disabilities, older adults, and people with limited incomes?”



UWR National Dialogue

► Resulting Themes:

1. Coordinated Planning process still needs improvement
2. Significant federal policy barriers exist
3. Mobility management is underutilized
4. Missed opportunities to bridge gaps between transportation and community services

Ideas

All ideas

[Latest](#)
[Highest rated](#)
[Most comments](#)

Increase meaningful, tangible public participation in transportation planning by persons with disabilities, older adults, and/or low-income families

by [texascitizenfund](#) on November 02, 2009 at 10:50AM

[30 comments so far](#)
[18 tags so far](#)

Votes so far
 4.3
 (44 votes - averaged)

[READ AND REVIEW](#)

Simplify Federal Grant Funding Programs

by [wmiller2](#) on November 02, 2009 at 01:15PM

[8 comments so far](#)
[3 tags so far](#)

[SEE ALL IDEAS](#)

Jump into the dialogue

Here's a question to get you started:

"How well is the **coordinated planning process** required by **SAFETEA-LU** currently working in your community?"

Tags

[View all tags](#)
[ada](#)
[coordinated funding](#)

Improving the Coordinated Plan

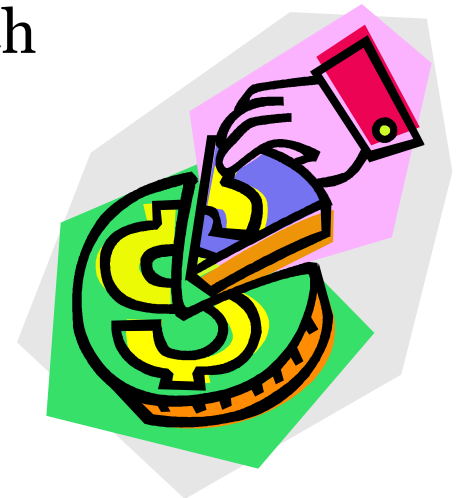
“Increase meaningful participation in coordinated planning, implementation, and evaluation”

“Strengthen requirements for coordinating planning across all CCAM agencies and programs”

- ▶ Statutory language is vague – “derived from”
- ▶ Only FTA requires grantee participation
- ▶ “Juice isn’t worth the squeeze”

Breaking Down Barriers

- ▶ Vehicle sharing policy passed
- ▶ New policies upcoming:
 - Cost sharing guidance
 - Policy consultation process
- ▶ Improve matching of funds
 - SAFETEA allows non-DOT Federal match
 - What about others?



Policy Initiatives

Unfinished Business

- ▶ Cost Sharing Principles
- ▶ CCAM Policy Process

Policy Initiatives – New Business

- ▶ Strengthening the Coordinated Planning Process
 - Ensuring CCAM Grantees Participate
 - Ensuring Consumer Access & Involvement
- ▶ Removing Barriers to Coordination
- ▶ Program Guidance
 - Federal Matching Fund Issues
 - CCAM member funding for coordination objectives
- ▶ Expanding Mobility Management
 - Coordinated Brokers
 - Supporting Growth of Mobility Managers

UWR Goals

Transportation for Life: Access to Jobs, Health and Wellness, and Community



Support Key White House Initiatives

- ▶ Health, Wellness and Transportation
- ▶ Getting People Back to Work
- ▶ Meeting Veterans Mobility Challenges
- ▶ Open and Participatory Government

Other Activities

- ▶ Emergency Preparedness
 - Identifying evacuation procedures for persons living independently in their homes
- ▶ Improving Transportation Coordination Activities of CCAM Members at State & Local Levels

Medicaid – NEMT– New Progress

- ▶ Brokerage Rule --
 - Fair Price for Transit Providers
 - Medicaid Brokers Must Order Trips

- ▶ Benchmarking Rule
 - Assurance of Transportation Required

- ▶ Impacts of Health Care Reform
 - 16 million persons additionally covered

Resources

- ▶ 10 United We Ride Ambassadors - 1 in each FTA region
- ▶ Technical Assistance Centers
 - National Resource Center on HST Coordination
 - www.NRCtransportation.org
 - Joblinks Program
 - www.ctaa.org/joblinks
 - Easter Seals Project ACTION
 - www.ProjectACTION.org
 - National Center on Senior Transportation
 - www.SeniorTransportation.net
- ▶ Framework for Action

Contact Us

- ▶ Doug Birnie, United We Ride Team Leader
202.366.1666, douglas.birnie@dot.gov
- ▶ Erik Weber, Program Analyst
202.366.0705, erik.weber@dot.gov
- ▶ Pam Brown, Program Analyst
202.493.2503, pamela.brown@dot.gov

The People in UWR Programs

- ▶ **Customer – Focused**
- ▶ **Community - Oriented**
- ▶ **Committed – Goals of Meaningful
Transportation Choices**
- ▶ **Caring – Person-Centered**